COMPUTER-IMPLEMENTED VEHICLE REPAIR ANALYSIS SYSTEM

ABSTRACT OF THE DISCLOSURE

A computer-implemented method and apparatus is provided for tracking a vehicle during a vehicle-related multi-step process. A vehicle identifier is received for uniquely identifying a vehicle. A delay reason is received for why the vehicle was delayed during at least one of the multi-step processes. An association is stored among the delay reason, the step at which the vehicle delay occurred, and the vehicle identifier. The stored association is used to identify at least one delay reason for the vehicle. The method and apparatus also analyze business aspects of the vehicle-related multi-step process and succinctly summarize the business analysis with respect to performance, priorities, projections, and production workforce shift profiles.